



Program Description

The Department of Health and Human Services (HHS) is responsible for the health, safety, and wellbeing of all Arlington residents. The divisions that fall within HHS include:

- Health Department
- Council on Aging
- Arlington Youth Counseling Center
- Veterans Services

HHS also coordinates the activities of the Board of Youth Services, Council on Aging, Human Rights Commission, LGBTQIA+Rainbow Commission, Disability Commission, Board of Health, Widows Trust Commission, Youth Health and Safety Coalition, Health and Human Services Charitable Corporation, and Heating Assistance Program.

The Health Department is the lead division within Health and Human Services. The Health Department is required by state and local laws to perform many critical duties related to the protection of public health. These duties cover a wide range of public health control and prevention activities including: disease surveillance, the promotion of safe and sanitary conditions in housing, recreational facilities, and food establishments, elimination of nuisances, protection of the environment, and numerous other federally and state mandated responsibilities.

Budget Statement

The budget proposes the creation of a Manager of Diversity, Equity and Inclusion who will work with the Disabilities, Human Rights, and Rainbow Commissions. The Arlington Youth Health and Safety Coalition federal grant will end after ten years, along with the budget personnel, and expenses to do this work. These increases are offset by decreases in the Veterans' benefits line item and a decrease in the mosquito control line item. The budget will again fund rodent control, which has been instrumental in HHS's ability to respond to rodent complaints, treat infestations, and provide education to residents about rodent control strategies on public and private properties.

FY2020 Objectives

Health and Human Services:

- Work with community partners to close the Supplemental Nutrition Assistance Program (SNAP) Gap, which is defined as the number of residents who are eligible to receive the benefit but are not currently enrolled, by an additional 250 Arlington residents which represents 10% of the overall gap.
- Complete department-wide strategic plan.
- Continue to serve as a satellite MBTA Youth Pass program site for youth in need under age 24 with the goal of assisting 20 youth and provide annual Charlie Card passes to 100 senior residents.

Health Department:

- Continue to work with food establishments to ensure a smooth transition to the 2013 Food Code.
- Continue to develop effective rodent control interventions.
- Continue to monitor other vector borne diseases such as tick and mosquito diseases and survey best practices for disease control and prevention used in other communities across nation.
- Expand the use of electronic record management systems.
- Continue to work towards Public Health Accreditation.
- Continue to work towards Compliance with the FDA Voluntary Retail Food Standards.

PROGRAM COSTS

	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Health & Human Services				
Personnel Services	425,533	545,467	574,570	574,570
Expenses	50,045	98,200	109,200	109,200
Total	475,578	643,667	683,770	683,770



Major Accomplishments for 2018

Health and Human Services:

- Received a grant from the Community Health Network Area 17 to assess each departmental division for racial equity and inclusion, conducted training for 40 staff and board members, and continued to participate on a regional working group to discuss best practices within public health on equity and inclusion.
- Partnered with the Department of Transitional Assistance to enroll residents in the federal Supplemental Nutrition Assistance Program (SNAP) through the Council on Aging. Conducted widespread outreach; 140 residents assisted represents 7% of the SNAP Gap, which is defined as the number of residents that are eligible to receive the benefit but are not currently enrolled.
- Partnered with the MBTA to establish a satellite Youth Pass Program site at the Arlington Youth Counseling Center and conducted a Reduced Fare Charlie Card Program for senior residents through the Council on Aging enrolling close to 75 new residents in the program.
- New Human Services Network organized to facilitate coordination between entities such as Arlington Police, Council on Aging, Housing Corporation of Arlington, Arlington Food Pantry, Arlington Housing Authority, Arlington Youth Counseling Center, and Arlington Public Schools to better serve Arlington residents in need with housing, food access, and support for basic human needs.
- Partnered with the City of Cambridge to address homelessness in the Thorndike Field area. Worked with up to 20 homeless individuals in Arlington to provide supports including resources.

Health Department:

- Worked with Eastern Middlesex Mosquito Control Project to dredge the detention pond at McClennan Field to remove overgrown vegetation, improve water flow, and eliminate mosquito breeding areas.
- Took over as the host agency for the Region 4b Medical Reserve Corps (MRC), which includes the oversight and coordination of volunteers for 27 communities, including Arlington, and the management of both state and federal funds pertaining to MRC. As a result, we secured funding to increase our Public Health Nurse from 16.5 hours to 28 hours per week.

STAFFING

Health & Human Services	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Managerial	1	1	1	1
Clerical	1.0	1.0	1.0	1.0
Professional/Technical	3.4	3.4	4.9	4.9
Total	5.4	5.4	6.9	6.9

Performance / Workload Indicators

Health Department	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY19 Estimated
Food Inspections	515	464	437	450
Tobacco Compliance Checks	81	73	38	38
Tanning Establishment Inspections	1	1	1	1
Biotech facility Inspection	-	-	-	1
Body art establishment Inspection	-	-	1	1
Camp Inspections	8	9	6	9
Dumpster Inspections	-	148	280	300
Keeping of hen Inspections	20	18	3	15
Body work establishment Inspection	1	1	4	5
Demolition Inspections	24	21	27	25
Housing Inspections	82	76	129	125
Ice Rink Inspections	1	1	1	1
Power sanding Inspections	9	2	4	5
Public Pool Inspections	12	12	12	12
Public Beach Inspections	4	4	4	4
Resident Complaints	226	310	330	350
Sealer of Weights and Measures Inspections	571	555	498	270
Communicable Disease Investigation	350	278	346	350
Flu Vaccinations Administered	1,669	1,301	1,464	1,500

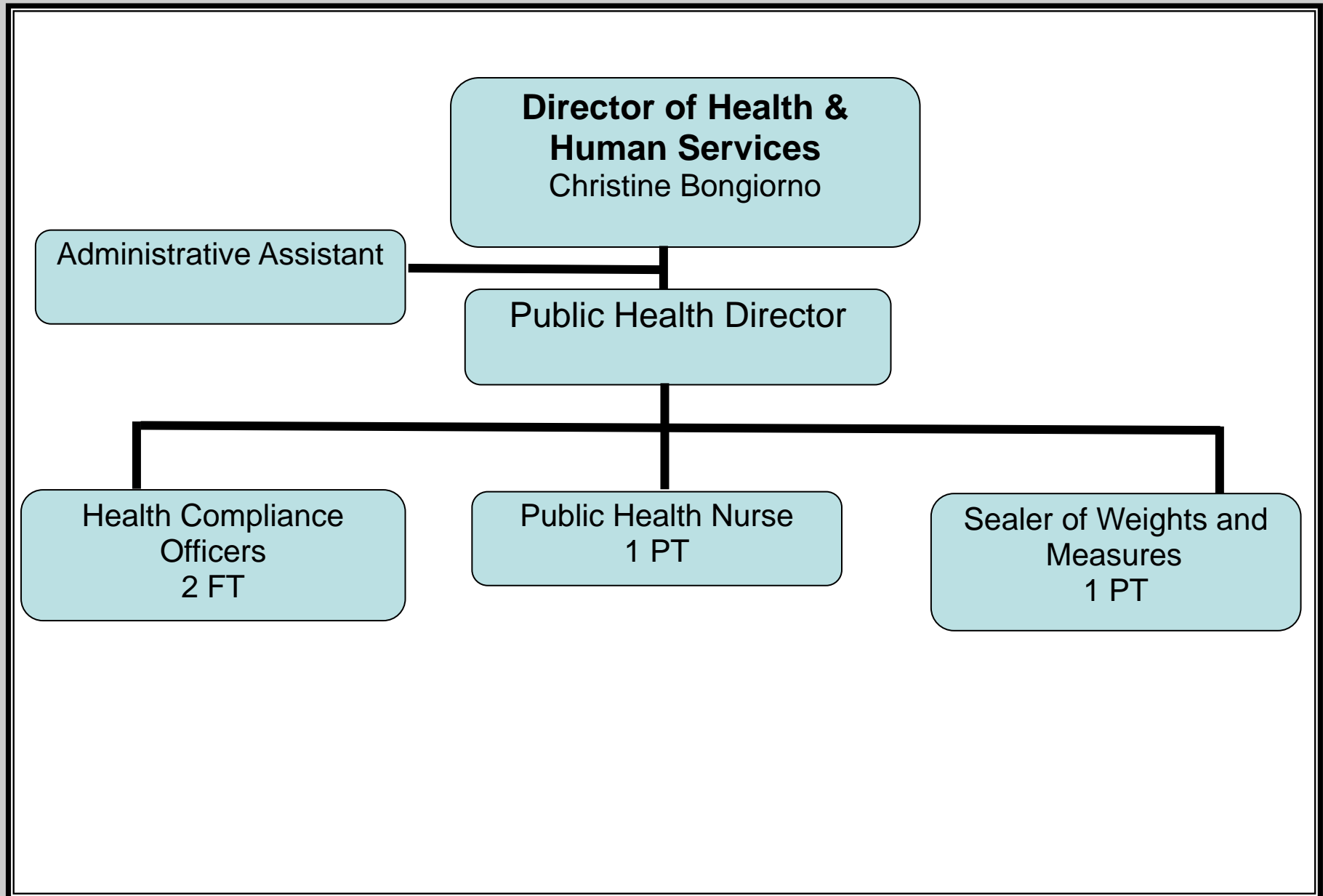
Performance / Workload Indicators

Rentals	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Whittemore Robbins House Events	30	30	19	25
Town Hall Auditorium Events	125	75	81	90



Major Accomplishments (*cont.*)

- Adopted regulations to permit establishments that will sell recreational marijuana for adult use.
- Successfully implemented the plastic bag ban bylaw by conducting educational outreach and routine inspections among our retailers, all retailers converted by July 1, 2018.
- Collaborated with the Attorney General's Office Abandoned Housing Initiative on eight properties in town to improve conditions on blighted properties.
- Expanded the rodent control campaign by responding to 158 complaints, conducting 87 inspections of private property to assist homeowners to eliminate sources of rodent attraction and harborage. Additionally, staff worked with ACMI to develop an educational video on tips and strategies to prevent rodent harborage.
- Conducted over 20 flu vaccination clinics (individual clinics were held at





Program Description

The Commonwealth of Massachusetts began providing services for veterans following the Revolutionary War. In 1861, the Legislature formalized Chapter 115 and established the Department of Veteran Services. By State law, each community in the Commonwealth is required to maintain a Veterans' Service Department to provide benefits to veterans and dependents.

Benefits are available to veterans through the state's veteran benefits program (Chapter 115) as well as from federal agencies (Veterans Administration) and other local resources. State benefits provide financial and medical assistance for veterans and dependents. Additional financial services for food, shelter, clothing, and housing are also available. Bonuses and annuities are available to veterans that provided wartime service. State annuity payments are made to 100% service connected disabled veterans and Gold Star survivors. Support services are provided for military funerals and resources, educational assistance, employment assistance, and emergency and long-term housing assistance.

The Veteran Service Officer (VSO) is trained and certified by the state Department of Veterans' Services in accordance with regulations set forth in the VALOR Act II of 2014. In addition to managing state level benefits, the VSO assists veterans in filing applications seeking service connected disability compensation as well as seeking federal pensions for non-service connected medical pensions. Additionally, the department provides support and direction to veterans seeking access to the VA Healthcare System.

Budget Statement

Over the past 12 month period, there has been a decrease in the number of veterans and dependents seeking state Chapter 115 Benefits, as the numbers of World War II veterans and surviving spouses seeking benefits continue to dwindle. We anticipate a decrease in veterans seeking Chapter 115 benefits as Korean and Vietnam era veterans/dependents become our primary veteran population in need of support services.

Per the Department of Veterans' Services (DVS) statistics, the number of active cases (veterans and or dependents currently receiving state Chapter 115 benefits in Arlington) has decreased from 56 to 40 cases. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2017 were \$25,726. The average monthly expenditures for Chapter 115 Veteran Benefits for FY 2018 decreased to an average of \$20,500 per month.

It is important to note that the Commonwealth of Massachusetts reimburses Arlington a minimum of 75% of all approved expenditures for Chapter 115 Veteran Benefits. All requests for emergency services as well as other special services such as housing services are reimbursed at 100%.

In addition to managing the Chapter 115 benefits program, the Director has seen a steady increase in the number of veterans and dependents seeking federal Veteran Administration (VA) benefits and services through service connected disability claims and pensions. According to the most recent VA statistics, 303 Arlington veterans and dependents receive tax-free VA benefits totaling \$398,797 per month.

PROGRAM COSTS

	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Veterans' Services				
Personnel Services	66,205	72,780	74,950	74,950
Expenses	265,328	340,268	305,268	305,268
Total	331,533	413,048	380,218	380,218

STAFFING

	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Veterans' Services				
Managerial	0	0	0	0
Clerical	0	0	0	0
Professional/Technical	1	1	1	1
Total	1	1	1	1

**Major Accomplishments for 2018**

- Following the completion of the largest GIS mapping project in Town history, the department revamped the annual Memorial Day Flags on Graves Program allowing citizens to participate in honoring our veterans. Over 50 residents participated on two separate weekends, placing nearly 5,500 flags.
- The Director served as Chair of the Veterans Council leading six other members. The Council addressed issues related to veteran memorials, military ceremonies, and the review and development of policies pertaining to veterans and future projects to promote Arlington and its veterans.
- The Director was elected as President of the Massachusetts Veterans Service Officers Association for an additional term. In this capacity, he worked with state and local officials throughout the Commonwealth representing over 250 Veteran Service Officers that provide services to the 351 cities and towns across the state.
- The Director participated in speaking engagements to promote veteran benefits and services throughout the state. He participated in a monthly television show "Sound Off" to provide insight into state and federal benefits. He continued to serve as a veteran representative with the VA's Veterans Engagement Stakeholders Council. He participated as a member of the VA's (Veterans Integrated Service Network) VISN 1 Strategic Planning Seminar, offering feedback to VA leaders on services provided within the VA Boston Healthcare System.
- Federal Veterans Administration (VA) funds for service connected disabilities or VA pensions can reduce both local and state expenditures for clients currently enrolled in the state veteran benefits program. All VA funds received are tax-free and infused back into the local economy. In the most recent data published by the VA accounting department (October 2017), there were 303 Arlington residents receiving VA funds, totaling \$398,797 per month. Since October 2017, the Director has seen a steady increase in the number of veterans filing for Federal VA benefits.

Performance / Workload Indicators

Veterans' Services	FY2016 Actual	FY2017 Actual	FY2018 Actual	FY2019 Estimated
Department of Veteran Services Clients (DVS)	70	54	52	40
Department of Veterans' Assistance Clients (VA)	150	289	325	356
Federal VA revenue provided to local veterans	N/A	\$3.18M	\$3.65M	\$4.18M

FY2020 Objectives

- Continue to increase awareness of veteran benefits through local media and various social media outlets such as Twitter and Facebook.
- Provide support services enabling veterans and dependents to seek benefits and services via federal, state, and local avenues to enhance and maintain their quality of life.
- Continue to provide support for veterans seeking assistance filing for state and/or federal level benefits, as well as providing local support including food assistance, heating assistance and tax assistance.
- Conduct Memorial Day and Veteran's Day ceremonies as well as other events honoring the service of local veterans and families.
- Work with other Town departments for the upgrade and repair of existing veteran memorials in Arlington, focusing on an upgraded Honor Roll and the re-dedication of the Richard H. Buzzell Memorial.



Health & Human Services Director
Christine Bongiorno

Veterans' Agent
Director of Veterans Services

Veterans' Council



Program Description

The Council on Aging, a division of the Department of Health and Human Services, is a community based social services organization that supports residents age 60 and over in Arlington. The agency's primary responsibilities are to provide information and referral, develop health and wellness programs, provide a sense of well-being through social programs, and promote civic engagement.

The Council on Aging is supported by a Town appointed board consisting of nine Arlington residents.

FY2020 Objectives

- Implementation of the Age Friendly Community initiative. This is a world-wide initiative that aims for inclusion and respect for older residents, allows for people of all ages to participate in community and promotes healthy and active aging.
- Staff will evaluate programs offered and will develop new programs to continue to draw new visitors to the senior center.
- Continue to expand community partnerships that will support efforts to improve the lives of older residents.
- Continue department operations during major renovation of building through offsite partnerships.

Budget Statement

The budget presented represents a conservative and incremental effort to address the growing population of those 60 years and older who reside in Arlington. The organization continues to leverage hundreds of volunteers, nurse interns and social work interns with the municipal budget in order to accomplish its mission. Additionally, the department has seen an increase in support through state funding over the past several years and anticipates this support to remain moving forward. This additional state funding supports positions within the department.

PROGRAM COSTS

Council on Aging	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Personnel Services	249,144	275,308	282,910	282,910
Expenses	20,613	29,200	41,700	41,700
Total	269,757	304,508	324,610	324,610

STAFFING

Council on Aging	FY2018 Actual	FY2019 Budget	FY2020 Request	FY2020 Town Mtg.
Managerial	1	1	1	1
Clerical	1.50	1.50	1.50	1.50
Professional/Technical	1.51	1.71	1.71	1.71
Total	4.01	4.21	4.21	4.21



Major Accomplishments for 2018

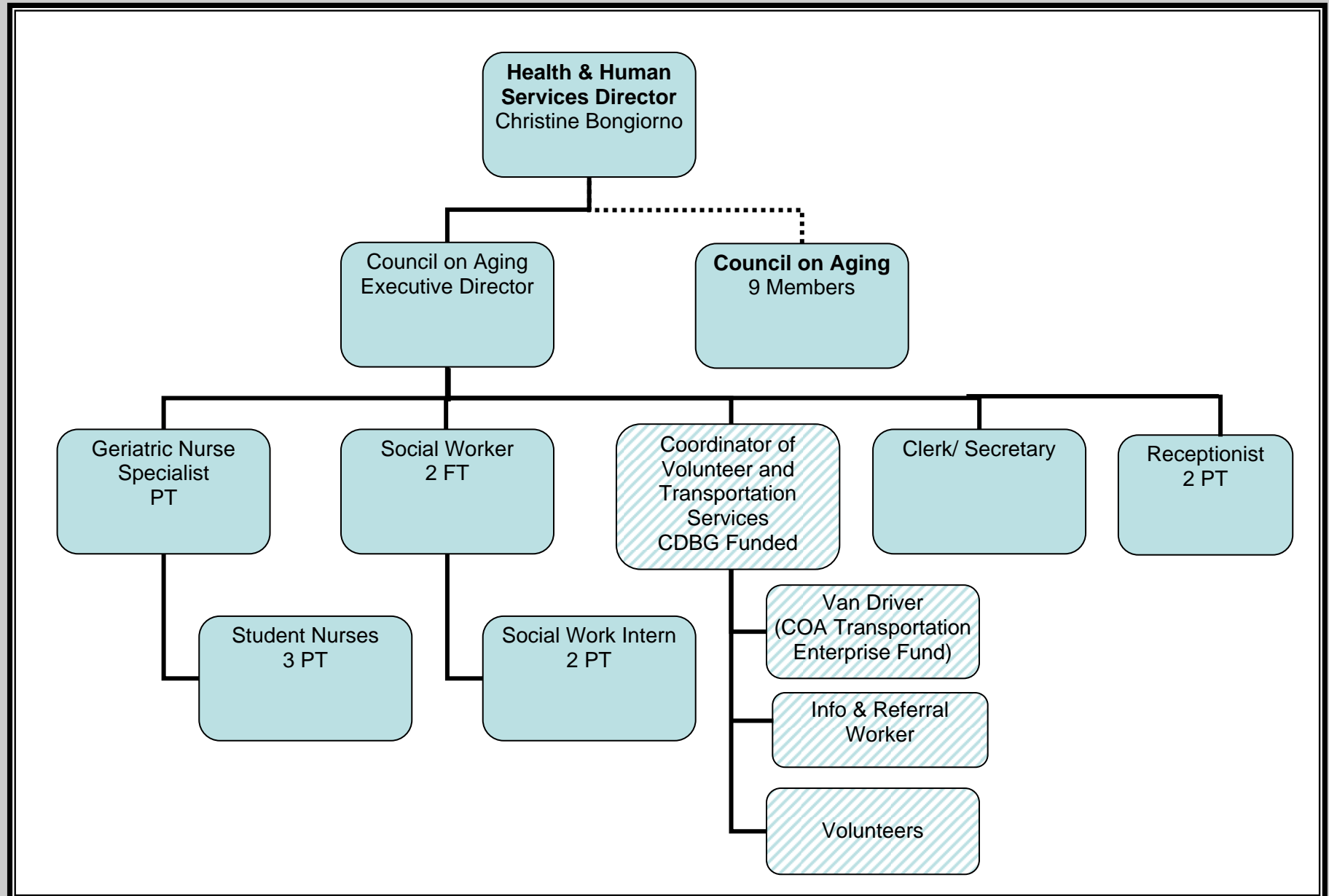
- The annual 5k road race, Arlington for All Ages 5K Race, was held in September 2018. 311 runners participated, raising funds to support the senior transportation program.
- Through Town Meeting added the following programs: Senior Work-Off Program, Veterans' Work-Off Program, Elderly & Disabled Tax Relief Fund to provide property tax relief to eligible residents. Twelve Arlington residents performed valuable duties in town departments under the Work-Off program.
- Secured farm shares through a Lahey partnership to offer 70 Arlington residents free fruits and vegetables for 20 weeks and partnered with Greater Boston Food Bank and the Arlington Food Pantry to secure free groceries once a month to 75 Arlington seniors. A toiletry drive was organized at local elementary schools to provide bags of essential toiletries to seniors in these food distribution programs.
- Continued to provide support for residents in need of heating assistance as a satellite site for completing federal fuel assistance applications as well as providing funds to residents in need through the local fuel assistance fund, which is entirely funded through private donations.
- Served as one of fourteen Councils on Aging in the Commonwealth to provide on site application and expedited approvals for Supplemental Nutrition Assistance Program (SNAP) enrollment. 140 Arlington residents have been enrolled.
- Established an Age Friendly Working group made up of Board members and led by a staff member.
- Partnered with the Rainbow Commission and Mystic Youth LGBTQ+ Support Network to support LGBTQ+ activities such as the Drag Prom, Pride Picnic, and Sage Table Intergenerational Meal.
- Social work staff continues to assist hundreds of senior households with complex needs ranging from housing, dementia, financial strains, medical issues, hoarding, food and nutrition, and mental health.
- Partnered with the Arlington Public Schools for successful intergenerational programs such as the Intergenerational Book Club, International Intergenerational Tea Talk, Bridges Together and Chromebook Project as well as our ongoing Digital Help partnership with the teens at the Boys & Girls Club.

Major Accomplishments for 2018 (cont.)

- Partnered with the Arlington Fire Department to offer free home safety assessments combined with installation of free smoke and carbon monoxide detectors. Assisted 308 residents.
- Hosted a dozen educational luncheon events throughout the year including senior fraud prevention, Chinese New Year, Diwali Celebration, and National Senior Center Month Celebration.
- Continued to provide emotional and practical support to older residents through Support Groups that includes a focus on Family Caregivers, Low-Vision, Bereavement, Decluttering, Memory Café, and Grandparents Raising Grandchildren.
- The Geriatric Nurse continued to support the health needs of seniors through 6 weekly blood pressure clinics, health presentations and vaccination clinics in partnership with the Health Department.

Performance / Workload Indicators

	FY2016	FY2017	FY2018	FY19
Council on Aging	Actual	Actual	Actual	Estimated
Units of Service Delivered Annually	15,556	16,000	19,366	19,500
Volunteers	170	165	230	240





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